

GENERAL SERVICES ADMINISTRATION

MULTIPLE AWARD SCHEDULE

AUTHORIZED MULTIPLE AWARD SCHEDULE PRICE LIST

On-line access to contract ordering information, terms and conditions, up-to-date pricing and the option to create an electronic delivery order are available through GSA Advantage!®, a menu-driven database system. The Internet address GSA for GSA Advantage!® is: GSAAdvantage.gov.

GENERAL PURPOSE COMMERCIAL INFORMATION

TECHNOLOGY EQUIPMENT, SOFTWARE AND SERVICES

FSC Group Class: 70 | FSC Class/Product Code: 7010 | Service Code: D302
| Standard Industry Group: 70 |

Contract Number: 47QTCA18D009C

Contract Coverage: 3/22/2018 – 3/22/2023



Alpha Technologies Inc.

DUNS: 780489089 | CAGE: 4FNG5 | NAICS: 518210

Website: www.alpha-tech.us

Contact

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Headquarters

4003 Outlook Drive
Hurricane, WV 25526

West Virginia Data Center | DC1

West Virginia Regional Technology Park
2020 Union Carbide Drive, Building 6000
South Charleston, WV 25314





WE MAKE **IT** WORK FOR YOU

Issue 2.07312020

About Alpha Technologies

Alpha Technologies is a service disabled veteran-owned small business headquartered in Hurricane, WV with a global datacenter located in South Charleston, WV. We are a business technology focused company. Guided by integrity, Alpha's team of experts craft reliable and secure IT solutions with the same goal every time: to provide invaluable results and forge long-term relationships with our clients. Our comprehensive offerings allow clients to focus on growing their business while we manage their technology.

Douglas Tate, a West Virginia native, is the founder and CEO of Alpha Technologies. His military background includes a special operations command-grade assignment with the United Nations. Since retiring from the military, Doug has earned his bachelor's degree in computer science, a master's degree in applied computer science and an MBA.

A strong work ethic and determination are characteristics Doug portrays in everything he does. Alpha Technologies reflects Doug's entrepreneurial spirit by pairing ingenuity and security with business technology systems and communication solutions.

In order to stay ahead of the ever-changing market, Alpha has aligned its core business model with what our clients desperately need: fast, less expensive and more secure ways of handling business communications, data storage, data security, and fail-safe backup systems.

Certifications

- We are certified by the American Institute of Certified Public Accountants (AICPA) to demonstrate compliance for accounting standards that measure the control of financial information for a service organization. We hold certification for both SOC 1 and SOC 2.
- Demonstrates our compliance with the required safeguards in place to protect electronic protected health information (ePHI).
- Demonstrates our commitment to Payment Card Industry Data Security Standard (PCI DSS).



Customer Information

- 1a. **Awarded Special Item Number (SINs):** Information Technology Professional Services (SIN 54151S/ legacy 132-51) and The Cloud and Cloud-Related IT Professional Services Special Item Number (SIN 518210C /legacy 132-40)
- 1b. **Identification of Lowest Priced Model Number and Price for Each Awarded SIN:**
See Appendix 1
- 1c. **Hourly Rates (Services Only):** See Appendix 1
2. **Maximum Order Threshold:** \$500,000.00 (for SIN 54151S/legacy 132-51)
3. **Minimum Order Threshold:** \$100.00
4. **Geographic Coverage:** Domestic Delivery
5. **Point of Production:** Not Applicable
6. **Discount From List Prices or Statement of Net Price:** The Price Matrix, shown in Appendix 1, has the applied GSA-negotiated discount. Note that the Industrial Funding Fee has not been applied to the rate.
7. **Quantity Discount:** 1%
8. **Prompt Payment Terms:** None
9. **Government Purchase Cards:**

- 9a. Government Purchase Cards will be accepted at or below the micro-purchase threshold
- 9b. Government Purchase Cards will not be accepted above the micro-purchase threshold. Contact contractor for acceptable limit.
- 10. **Foreign Items:** None
- 11a. **Time of Delivery:** Determined at Task Level
- 11b. **Expedited Delivery:** Determined at Task Level
- 11c. **Overnight and 2-day Delivery:** Determined at Task Level
- 11d. **Urgent Requirements:** Agencies may contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the Contractor for the purpose of requesting accelerated delivery
- 12. **FOB Point:** Destination
- 13a. **Ordering Address:** Alpha Technologies, Inc., 4003 Outlook Drive, Hurricane, WV 25526
- 13b. **Ordering Procedures:** Ordering activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 when placing an order or establishing a Blanket Purchase Agreement (BPA) for supplies or services. The ordering procedures, information on BPAs and a sample BPA can be found at GSA/FSS Schedule Homepage (www.fss.gsa.gov/schedules).
- 14. **Payment Address:** Alpha Technologies, Inc., 4003 Outlook Drive, Hurricane, WV 25526.
- 15. **Warranty provision:** Standard Commercial
- 16. **Export Packing Charges:** Not Applicable
- 17. **Terms and Conditions of Government Purchase Card Acceptance:** None
- 18. **Terms and Conditions of Rental, Maintenance and Repair (if applicable):** Not Applicable
- 19. **Terms and Conditions of Installation (if applicable):** Not Applicable
- 20. **Terms and Conditions of Repair Parts Indicating Date of Parts Price Lists and any Discounts from List Prices (if applicable):** Not applicable
- 20a. **Terms and Conditions for any Other Services (if applicable):** See Appendix B
- 21. **List of Service and Distribution Points (if applicable):** Not Applicable
- 22. **List of participating Dealers (if applicable):** Not Applicable

23. **Preventive Maintenance (if applicable):** Not Applicable
- 24a. **Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):** Not Applicable
- 24b. **If applicable, indicate that Section 508 compliance information is available on Electronic Information Technology (EIT) supplies and services and show where full details can be found (e.g., Contractor's website or other location.) The EIT standards can be found at [www.Section 508.gov/](http://www.Section508.gov/).** Not Applicable
25. **Data Universal Number System (DUNS) number:** 780489089
26. **Notification Regarding Registration in System for Award Management (SAM) Database:** Alpha Technologies has an active registration in the System for Award Management (SAM) database.

APPENDIX A

INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

LABOR CATEGORIES, LABOR CATEGORY DESCRIPTION AND RATES

LCAT #	Labor Category	Minimum/ General Experience and Years of Experience	Functional Responsibility	Educational Requirements	Rate (including IFF)
132-51-1001	SENIOR DATACENTER CONSOLIDATION CONSULTANT	15+ Yrs	Analyze datacenter environment and business procedures. Determine relevant business and technology issues. Assists users to determine business and technical requirements, presents alternative approaches top address requirements, and conducts evaluation studies. Performs technology research and writes technical reports, findings, and recommendations related to the above.	Undergraduate degree in Engineering or business / project related discipline	\$332.84
132-51-2001	SENIOR TELECOMMUNICATIONS CONSULTANT	5+ Yrs	Analyze telecommunication environment and business procedures. Determine relevant business and technology issues. Assists users to determine business and technical requirements, presents alternative approaches top address requirements, and conducts evaluation studies. Performs technology research and writes technical reports, findings, and recommendations related to the above.	Undergraduate degree or equivalent technical experience	\$164.47
132-51-2002	TELECOMMUNICATIONS CONSULTANT	5 Yrs	Analyzes telecommunications environment and business procedures. Determines relevant business and technology issues. Assists users to determine business and technical requirements, presents alternative approaches to address requirements, and conducts evaluation studies. Performs technology research and writes technical reports, findings, and recommendations related to the above.	Undergraduate degree or equivalent technical experience	\$137.06
132-51-3001	SENIOR LAN ADMINISTRATOR	5 Yrs	Performs computer systems and local area network administration functions including: system administration, system performance tuning, user operation, computer network and system troubleshooting, software and hardware installation and configuration work with third and fourth generation computer languages and relational database management systems. Requires a high level of skill in computer systems and LAN administration.	Bachelor's degree (Master's preferred) or equivalent experience	\$137.70
132-51-3002	LAN ADMINISTRATOR	3 Yrs	Assists the Senior Systems Administrator in performing computer systems and local area	Undergraduate degree or	\$97.90

			network administration functions including: system administration, system performance tuning, user optimization computer network and system troubleshooting, software and hardware installation and configuration, and working with third and fourth generation computer languages and relational database management systems. Requires skill in computer systems and LAN administration.	equivalent technical experience	
132-51-4001	SENIOR SYSTEMS ADMINISTRATOR	5-7 yrs	Knowledge and proven experience in one or more of the following areas: operating systems and their applications in a networked or stand-alone environment; system benchmarks and performance tuning; network protocols; network-based applications; systems planning, implementation and management for medium and large multi-user environments; system security issues and applications; network management software and platforms; various computer architectures and vendor lines; data storage technologies and their application in the IT environment; and various computer languages and software development methodologies. Designs complex network systems from requirements. Implements networks from plans. Reviews systems requirements. Analyzes, troubleshoots and develop solutions. Works independently at the highest technical level formulating creative solutions to diverse and highly complex technical assignments.	Bachelor's degree (Master's preferred) or equivalent experience	\$161.53
132-51-4002	SYSTEMS ADMINISTRATOR	3-5 yrs	Knowledge and practical experience in one or more of the following areas: operating systems and their applications in a networked (heterogeneous and homogenous) or stand-alone environment; systems administration and configuration of at least two operating systems; and various computer languages and software development methodologies. Designs network systems from requirements. Implements networks from plans. Reviews systems requirements. Analyzes, troubleshoots and develops solutions.	Undergraduate degree or equivalent technical experience	\$127.27
132-51-5001	HELP DESK TECHNICAL SUPPORT III	2-4 yrs	The HDT3 has demonstrated proficiency gained from specialized training and hands-on help desk environments. The HDT3 responds to telephone and e-mail problem reports by working to identify and duplicate hardware, software and application problems reported by users. The HDT3 performs root cause analysis by determining symptomatic responses to eliminate causes for the problem, focuses on isolating the probable cause and documents solutions in the Help Desk Knowledge Database. As necessary, coordinates problem identification with programmers, analysts, software engineers, and/or trainers to develop	Associate's degree (Bachelors preferred) or equivalent experience.	\$73.42

			and offer responsive solutions to allow continued functionality. The HDT3 typically leads a Help Desk Call Center.		
132-51-5002	HELP DESK TECH SUPPORT II	2-3 yrs	The HDT2 has demonstrated proficiency gained from specialized training and hands-on help desk environments. The HDT2 responds to telephone and e-mail problem reports by working to identify and duplicate hardware, software and application problems reported by users. The HDT2 performs root cause analysis by determining symptomatic responses to eliminate causes for the problem, focuses on isolating the probable cause and documents solutions in the Help Desk Knowledge Database. As necessary, coordinates problem identification with programmers, analysts, software engineers, and/or trainers to develop and offer responsive solutions to allow continued functionality. The HDT2 can work with minimal supervision.	Associate's degree (Bachelors preferred) or equivalent experience.	\$63.63
132-51-5003	HELP DESK TECH SUPPORT I	1-2 yrs	The HDT1 has basic proficiency gained from specialized training in help desk processes and techniques. The HDT1 responds to telephone and e-mail problem reports by working to identify and resolve hardware, software and application problems. As necessary, the HDT1 coordinates problem identification with programmers, analysts, software engineers, and/or trainers to develop and offer responsive solutions to allow continued functionality.	Associates Degree or equivalent experience.	\$53.84
132-51-6001	SENIOR NETWORK ENGINEER	4-6 yrs	The NE3 Provides support for technical direction and engineering expertise for communications (LAN/MAN/WAN) systems infrastructure activities, including network planning, designing, and implementing communications infrastructure requirements for buildings and systems. Ensures that adequate and appropriate planning is provided to direct building architects and planners in building communications spaces, networks, and media pathways to meet industry standards. Interfaces with internal and external customers and vendors to determine communications infrastructure needs. The NE3 typically manages a Network Operations Center (NOC).	Bachelor's degree (Master's preferred) or equivalent experience	\$141.95

132-51-6002	NETWORK ENGINEER	2-4yrs	The NE2 evaluates network hardware and software, troubleshoots LAN/MAN/WAN and other network related problems, and provides technical expertise for performance and configuration of networks. The NE2 2 performs general LAN/MAN/WAN administration, provides technical leadership in the integration and testing of complex large-scale computer integrated networks, and develops schedules for conversions and cutovers. The NE2 supports the Network Engineer 3 with management of the network operations center (NOC). The NE2 supervises the maintenance of network systems and supports the Network Engineer 3 with the coordination of network activities with all responsible users and sites. The NE2 can be assigned as a Network Team Lead of a small network project.	Associates Degree or equivalent experience	\$97.90
132-51-6003	NETWORK INSTALLER	1-2 yrs	The NE1 analyzes network characteristics such as traffic, connect time, transmission speeds, packet sizes, and throughput. The NE1 assists more senior network engineers with the installation, removal and modifications to network components. The NE1 supports more senior network engineers with user support and third-party vendors.	Associates Degree or equivalent experience	\$78.32
132-51-7001	SENIOR INFORMATION ASSURANCE (IA) ANALYST	5-10 yrs	Provide security architecture, policy and design guidance for business systems and networks. Individual will also provide Information Security Certification and Accreditation Support for applications, systems and networks in accordance with appropriate customer policies and processes.	Bachelor's degree (Master's preferred) or equivalent experience	\$200.69
132-51-7002	INFORMATION ASSURANCE (IA) ANALYST	3-5yrs	Individual will provide security architecture, policy and design guidance for business systems and networks. Individual will also provide Information Security Certification and Accreditation Support for applications, systems and networks in accordance with appropriate customer policies and processes.	Bachelor's degree or equivalent experience	\$161.53
132-51-8001	SENIOR DATABASE ADMINISTRATOR	6-10 yrs	The Sr. DBA understands and practices a wider range of data administration skills, often in a Business Process Reengineering context. Participates in strategic data planning, including development and implementation of database administration (DA) policies, standards, procedures, and is able to lead and train other DBA specialists. Activities may include data quality engineering, metadata consolidation and integration, metamodel development and maintenance, repository management, data warehouse design and data mining, data security administration, and formulation of enterprise-	Bachelor's degree (Master's preferred) or equivalent experience	\$171.32

			specific data metrics. Database language experience is in current database technologies.		
132-51-8002	DATABASE ADMINISTRATOR	3-5 yrs	The DBA defines and administers database organizations, standards, controls, procedures, documentation and provides experienced technical consulting in the definition, design, and creation of a database environment. Advises applications development staff and users on database solutions to business problems, data architectures, database management system facilities and capabilities, and the operation and tuning of databases. Ensures economic and efficient availability of data with adequate safeguards and designs, implements, and maintains databases with respect to access methods, access time, batch processes, device allocation, validation checks, organization, protection and security, documentation, and statistical methods including maintenance of database dictionaries, and integration of systems through database design. Develops and maintains expertise in use of automated tools for database design and implementation. Database language experience is in current database technologies.	Bachelor's degree or equivalent experience	\$132.17
132-51-9001	PROGRAM MANAGER	3-5 yrs	Directs the performance of a variety of related projects, which may be organized by technology, program or client. Acts as the overall lead, manager and administrator for the contract effort. Has experience in project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity. Serves as the primary interface and point of contact with government program authorities and representatives on technical and program/project issues.	Bachelor's degree or equivalent experience	\$186.01
132-51-9002	PROGRAMMER	3-5 yrs	Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing. Designs and writes codes to support new and existing applications. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.	Bachelor's degree (Master's preferred) or equivalent experience	\$136.14
132-51-9003	SENIOR PROGRAMMER	6-10 yrs	Directs the performance of all aspects related to programming systems including encoding, testing, debugging and installing. Designs and writes codes to support new and existing	Bachelor's degree (Master's preferred) or	\$175.27

			applications. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.	equivalent experience	
132-51-9004	WEB PROGRAMMER	3-5 yrs	Responsible for designing, coding and modifying websites, from layout to function and according to a client's specifications.	Bachelor's degree (Master's preferred) or equivalent experience	\$126.36
132-51-9005	SENIOR WEB PROGRAMMER	6-10 yrs	Responsible for designing, coding and modifying websites, from layout to function and according to a client's specifications. Strive to create visually appealing sites that feature user-friendly design and clear navigation.	Bachelor's degree (Master's preferred) or equivalent experience	\$155.70
132-51-9006	PROJECT MANAGER	3-5 yrs	Responsible for the performance of a variety of related projects, which may be organized by technology, program or client. Has experience in project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity	Bachelor's degree or equivalent experience	\$123.13
132-51-9007	SENIOR PROJECT MANAGER	6-10 yrs	Directs the performance of a variety of related projects, which may be organized by technology, program or client. Acts as the overall lead, manager and administrator for the contract effort. Has experience in project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity. Serves as the primary interface and point of contact with government program authorities and representatives on technical and program/project issues.	Bachelor's degree (Master's preferred) or equivalent experience	\$162.26
132-51-9008	TECHNICAL SUPPORT	1-2 yrs	Has basic proficiency gained from specialized training in hardware, software and application.	High School degree (Associates preferred) or	\$49.59

				equivalent experience.	
132-51-9009	CABLE INSTALLER	1-2 yrs	Has basic proficiency gained from specialized training in fiber and cable installation.	High School degree (Associates preferred) or equivalent experience.	\$44.70
132-51-9010	SUPPORT STAFF	1-2 yrs	Has basic proficiency to support in a variety of business administration tasks.	High School degree (Associates preferred) or equivalent experience.	\$44.70

APPENDIX B

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SIN 54151S/ legacy 132-51)

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives

shall be based on objectively measurable tasks.

3. ORDER

a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the
- e. travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
- (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS—COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212 CONTRACT TERMS AND CONDITIONS (MAR 2009) (ALTERNATE I) Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

9. INDEPENDENT CONTRACTOR

All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

b. "Contractor" means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

c. "Contractor and its affiliates" and "Contractor or its affiliates" refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

d. An "Organizational conflict of interest" exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

e. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual

orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time and materials orders, the Payments under Time and Materials and Labor Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time and materials orders placed under this contract. For labor hour orders, the Payment under Time and Materials and Labor Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements— Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:

- a. The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- b. The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
 - (1) The offeror;
 - (2) Subcontractors; and/or
 - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

- a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 54151S/ legacy 132-51
- b. IT Professional Services should be presented in the same manner as the Contractor sells to its

commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

c. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

APPENDIX C

The Cloud and Cloud-Related IT Professional Services Special Item Number (SIN 518210C /legacy 132-40) CATEGORY RATES

CAT #	SIN(s)	SERVICE (e.g. Job Title/Task)	UNIT OF ISSUE (e.g. Hour, Task, Sq ft)	PRICE OFFERED TO GSA (One Time Set Up Fee) including IFF)	PRICE OFFERED TO GSA (including IFF)
132-40-1001	518210C/ legacy 132-40	DC1-Cloud Services C1_R1_S10	Month	\$0	\$ 24.73
132-40-1002	518210C/ legacy 132-40	DC1-Cloud Services C2_R4_S250	Month	\$0	\$ 98.92
132-40-1003	518210C/ legacy 132-40	DC1-Cloud Services C6_R12_S750	Month	\$0	\$ 247.30
132-40-1004	518210C/ legacy 132-40	DC1-Cloud Services C16_R32_S400	Month	\$0	\$ 494.60
132-40-1005	518210C/ legacy 132-40	DC1 Additional Storage GB	1 GB	N/A	\$ 0.26
132-40-1006	518210C/ legacy 132-40	DC1 Additional Premium Storage GB	1 GB	N/A	\$ 0.44
132-40-2001	518210C/ legacy 132-40	DC1-EaaS	Month	\$ 24.73	\$ 15.82
132-40-2002	518210C/ legacy 132-40	DC1-EaaS 10 GB Additional Email Diskspace	10 GB	N/A	\$ 7.92
132-40-2003	518210C/ legacy 132-40	DC1-EaaS Additional domain	Domain	\$ 4.94	\$ 4.94
132-40-2004	518210C/ legacy 132-40	DC1-EaaS Anti-Virus & Anti- Spam Protection	Instance	\$ 24.73	\$ 4.94
132-40-3001	518210C/ legacy 132-40	DC1-Backup 100GB	100 GB	N/A	\$ 25.91
132-40-3002	518210C/ legacy 132-40	DC1-Backup 1000GB	1TB	N/A	\$ 207.26
132-40-3003	518210C/ legacy 132-40	DC1-Premium Backup 100GB	100 GB	N/A	\$ 44.51
132-40-3004	518210C/ legacy 132-40	DC1-Premium Backup 1000GB	1TB	N/A	\$ 355.74
132-40-4001	518210C/ legacy 132-40	DC1-Patches and Updates	Application	N/A	\$ 29.68
132-40-5001	518210C/ legacy 132-40	DC1-Network Monitoring	Month	N/A	\$ 17.81

132-40-6001	518210C/ legacy 132-40	IaaS	Application	N/A	\$ 83.09
132-40-7001	518210C/ legacy 132-40	DC1 Server Windows OS	Server	N/A	\$ 227.51
132-40-7002	518210C/ legacy 132-40	DC1 Standard Windows OS	Server	N/A	\$ 44.51
132-40-8001	518210C/ legacy 132-40	DC1 SQL Server - S	Server	N/A	\$ 252.25
132-40-8002	518210C/ legacy 132-40	DC1 SQL Server - E	Server	N/A	\$ 890.28

LCAT #	Cloud Labor Category	Minimum/ General Experience and Years of Experience	Functional Responsibility	Educational Requirements	Rate (including IFF)
132-40-9001	CLOUD SENIOR DATACENTER CONSOLIDATION CONSULTANT	15+ Yrs	Analyze datacenter environment and business procedures. Determine relevant business and technology issues. Assists users to determine business and technical requirements, presents alternative approaches to address requirements, and conducts evaluation studies. Performs technology research and writes technical reports, findings, and recommendations related to the above.	Undergraduate degree in Engineering or business / project related discipline	\$332.84
132-40-9002	CLOUD SENIOR TELECOMMUNICATIONS CONSULTANT	5+ Yrs	Analyze telecommunication environment and business procedures. Determine relevant business and technology issues. Assists users to determine business and technical requirements, presents alternative approaches to address requirements, and conducts evaluation studies. Performs technology research and writes technical reports, findings, and recommendations related to the above.	Undergraduate degree or equivalent technical experience	\$164.47
132-40-9003	CLOUD TELECOMMUNICATIONS CONSULTANT	5 Yrs	Analyzes telecommunications environment and business procedures. Determines relevant business and technology issues. Assists users to determine business and technical requirements, presents alternative approaches to address requirements, and conducts evaluation studies. Performs technology research and writes technical reports, findings, and recommendations related to the above.	Undergraduate degree or equivalent technical experience	\$137.06
132-40-9004	CLOUD SENIOR LAN ADMINISTRATOR	5 Yrs	Performs computer systems and local area network administration functions including: system administration, system performance tuning, user operation, computer network and	Bachelor's degree (Master's preferred) or	\$137.70

			system troubleshooting, software and hardware installation and configuration work with third and fourth generation computer languages and relational database management systems. Requires a high level of skill in computer systems and LAN administration.	equivalent experience	
132-40-9005	CLOUD LAN ADMINISTRATOR	3 Yrs	Assists the Senior Systems Administrator in performing computer systems and local area network administration functions including: system administration, system performance tuning, user optimization computer network and system troubleshooting, software and hardware installation and configuration, and working with third and fourth generation computer languages and relational database management systems. Requires skill in computer systems and LAN administration.	Undergraduate degree or equivalent technical experience	\$97.90
132-40-9006	CLOUD SENIOR SYSTEMS ADMINISTRATOR	5-7 yrs	Knowledge and proven experience in one or more of the following areas: operating systems and their applications in a networked or stand-alone environment; system benchmarks and performance tuning; network protocols; network-based applications; systems planning, implementation and management for medium and large multi-user environments; system security issues and applications; network management software and platforms; various computer architectures and vendor lines; data storage technologies and their application in the IT environment; and various computer languages and software development methodologies. Designs complex network systems from requirements. Implements networks from plans. Reviews systems requirements. Analyzes, troubleshoots and develop solutions. Works independently at the highest technical level formulating creative solutions to diverse and highly complex technical assignments.	Bachelor's degree (Master's preferred) or equivalent experience	\$161.53
132-40-9007	CLOUD SYSTEMS ADMINISTRATOR	3-5 yrs	Knowledge and practical experience in one or more of the following areas: operating systems and their applications in a networked (heterogeneous and homogenous) or stand-alone environment; systems administration and configuration of at least two operating systems; and various computer languages and software development methodologies. Designs network systems from requirements. Implements networks from plans. Reviews systems requirements. Analyzes, troubleshoots and develops solutions.	Undergraduate degree or equivalent technical experience	\$127.27
132-40-9008	CLOUD HELP DESK TECHNICAL SUPPORT III	2-4 yrs	The HDT3 has demonstrated proficiency gained from specialized training and hands-	Associate's degree	\$73.42

			on help desk environments. The HDT3 responds to telephone and e-mail problem reports by working to identify and duplicate hardware, software and application problems reported by users. The HDT3 performs root cause analysis by determining symptomatic responses to eliminate causes for the problem, focuses on isolating the probable cause and documents solutions in the Help Desk Knowledge Database. As necessary, coordinates problem identification with programmers, analysts, software engineers, and/or trainers to develop and offer responsive solutions to allow continued functionality. The HDT3 typically leads a Help Desk Call Center.	(Bachelors preferred) or equivalent experience.	
132-40-9009	CLOUD HELP DESK TECH SUPPORT II	2-3 yrs	The HDT2 has demonstrated proficiency gained from specialized training and hands-on help desk environments. The HDT2 responds to telephone and e-mail problem reports by working to identify and duplicate hardware, software and application problems reported by users. The HDT2 performs root cause analysis by determining symptomatic responses to eliminate causes for the problem, focuses on isolating the probable cause and documents solutions in the Help Desk Knowledge Database. As necessary, coordinates problem identification with programmers, analysts, software engineers, and/or trainers to develop and offer responsive solutions to allow continued functionality. The HDT2 can work with minimal supervision.	Associate's degree (Bachelors preferred) or equivalent experience.	\$63.63
132-40-9010	CLOUD HELP DESK TECH SUPPORT I	1-2 yrs	The HDT1 has basic proficiency gained from specialized training in help desk processes and techniques. The HDT1 responds to telephone and e-mail problem reports by working to identify and resolve hardware, software and application problems. As necessary, the HDT1 coordinates problem identification with programmers, analysts, software engineers, and/or trainers to develop and offer responsive solutions to allow continued functionality.	Associates Degree or equivalent experience.	\$53.84
132-40-9011	CLOUD SENIOR NETWORK ENGINEER	4-6 yrs	The NE3 Provides support for technical direction and engineering expertise for communications (LAN/MAN/WAN) systems infrastructure activities, including network planning, designing, and implementing communications infrastructure requirements for buildings and systems. Ensures that adequate and appropriate planning is provided to direct building architects and planners in building communications spaces,	Bachelor's degree (Master's preferred) or equivalent experience	\$141.95

			networks, and media pathways to meet industry standards. Interfaces with internal and external customers and vendors to determine communications infrastructure needs. The NE3 typically manages a Network Operations Center (NOC).		
132-40-9012	CLOUD NETWORK ENGINEER	2-4yrs	The NE2 evaluates network hardware and software, troubleshoots LAN/MAN/WAN and other network related problems, and provides technical expertise for performance and configuration of networks. The NE2 2 performs general LAN/MAN/WAN administration, provides technical leadership in the integration and testing of complex large-scale computer integrated networks, and develops schedules for conversions and cutovers. The NE2 supports the Network Engineer 3 with management of the network operations center (NOC). The NE2 supervises the maintenance of network systems and supports the Network Engineer 3 with the coordination of network activities with all responsible users and sites. The NE2 can be assigned as a Network Team Lead of a small network project.	Associates Degree or equivalent experience	\$97.90
132-40-9013	CLOUD NETWORK INSTALLER	1-2 yrs	The NE1 analyzes network characteristics such as traffic, connect time, transmission speeds, packet sizes, and throughput. The NE1 assists more senior network engineers with the installation, removal and modifications to network components. The NE1 supports more senior network engineers with user support and third-party vendors.	Associates Degree or equivalent experience	\$78.32
132-40-9014	CLOUD SENIOR INFORMATION ASSURANCE (IA) ANALYST	5-10 yrs	Provide security architecture, policy and design guidance for business systems and networks. Individual will also provide Information Security Certification and Accreditation Support for applications, systems and networks in accordance with appropriate customer policies and processes.	Bachelor's degree (Master's preferred) or equivalent experience	\$200.69
132-40-9015	CLOUD INFORMATION ASSURANCE (IA) ANALYST	3-5yrs	Individual will provide security architecture, policy and design guidance for business systems and networks. Individual will also provide Information Security Certification and Accreditation Support for applications, systems and networks in accordance with appropriate customer policies and processes.	Bachelor's degree or equivalent experience	\$161.53
132-40-9016	CLOUD SENIOR DATABASE ADMINISTRATOR	6-10 yrs	The Sr. DBA understands and practices a wider range of data administration skills, often in a Business Process Reengineering context. Participates in strategic data planning, including development and	Bachelor's degree (Master's preferred) or equivalent experience	\$171.32

			implementation of database administration (DA) policies, standards, procedures, and is able to lead and train other DBA specialists. Activities may include data quality engineering, metadata consolidation and integration, metamodel development and maintenance, repository management, data warehouse design and data mining, data security administration, and formulation of enterprise-specific data metrics. Database language experience is in current database technologies.		
132-40-9017	CLOUD DATABASE ADMINISTRATOR	3-5 yrs	The DBA defines and administers database organizations, standards, controls, procedures, documentation and provides experienced technical consulting in the definition, design, and creation of a database environment. Advises applications development staff and users on database solutions to business problems, data architectures, database management system facilities and capabilities, and the operation and tuning of databases. Ensures economic and efficient availability of data with adequate safeguards and designs, implements, and maintains databases with respect to access methods, access time, batch processes, device allocation, validation checks, organization, protection and security, documentation, and statistical methods including maintenance of database dictionaries, and integration of systems through database design. Develops and maintains expertise in use of automated tools for database design and implementation. Database language experience is in current database technologies.	Bachelor's degree or equivalent experience	\$132.17
132-40-9018	CLOUD PROGRAM MANAGER	3-5 yrs	Directs the performance of a variety of related projects, which may be organized by technology, program or client. Acts as the overall lead, manager and administrator for the contract effort. Has experience in project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity. Serves as the primary interface and point of contact with government program authorities and representatives on technical and program/project issues.	Bachelor's degree or equivalent experience	\$186.01
132-40-9019	CLOUD PROGRAMMER	3-5 yrs	Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing. Designs	Bachelor's degree (Master's preferred) or	\$136.14

			and writes codes to support new and existing applications. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.	equivalent experience	
132-40-9020	CLOUD SENIOR PROGRAMMER	6-10 yrs	Directs the performance of all aspects related to programming systems including encoding, testing, debugging and installing. Designs and writes codes to support new and existing applications. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.	Bachelor's degree (Master's preferred) or equivalent experience	\$175.27
132-40-9021	CLOUD WEB PROGRAMMER	3-5 yrs	Responsible for designing, coding and modifying websites, from layout to function and according to a client's specifications.	Bachelor's degree (Master's preferred) or equivalent experience	\$126.36
132-40-9022	CLOUD SENIOR WEB PROGRAMMER	6-10 yrs	Responsible for designing, coding and modifying websites, from layout to function and according to a client's specifications. Strive to create visually appealing sites that feature user-friendly design and clear navigation.	Bachelor's degree (Master's preferred) or equivalent experience	\$155.70
132-40-9023	CLOUD PROJECT MANAGER	3-5 yrs	Responsible for the performance of a variety of related projects, which may be organized by technology, program or client. Has experience in project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity	Bachelor's degree or equivalent experience	\$123.13

132-40-9024	CLOUD SENIOR PROJECT MANAGER	6-10 yrs	Directs the performance of a variety of related projects, which may be organized by technology, program or client. Acts as the overall lead, manager and administrator for the contract effort. Has experience in project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity. Serves as the primary interface and point of contact with government program authorities and representatives on technical and program/project issues.	Bachelor's degree (Master's preferred) or equivalent experience	\$162.26
132-40-9025	CLOUD TECHNICAL SUPPORT	1-2 yrs	Has basic proficiency gained from specialized training in hardware, software and application.	High School degree (Associates preferred) or equivalent experience.	\$49.59
132-40-9026	CLOUD CABLE INSTALLER	1-2 yrs	Has basic proficiency gained from specialized training in fiber and cable installation.	High School degree (Associates preferred) or equivalent experience.	\$44.70
132-40-9027	CLOUD SUPPORT STAFF	1-2 yrs	Has basic proficiency to support in a variety of business administration tasks.	High School degree (Associates preferred) or equivalent experience.	\$44.70

APPENDIX D

TERMS AND CONDITIONS APPLICABLE TO The Cloud and Cloud-Related IT Professional Services Special Item Number (SIN 518210C /legacy 132-40)

1. Scope

The prices, terms and conditions stated under Special Item Number 132-40, Cloud

Computing Services, apply exclusively to cloud computing services within the scope of this

Information Technology Schedule.

This SIN provides ordering activities with access to technical services that run in cloud environments and meet the NIST Definition of Cloud Computing Essential Characteristics. Services relating to or impinging on cloud that do not meet all NIST essential characteristics should be listed in other SINs.

The scope of this SIN is limited to cloud capabilities provided entirely as a service.

Hardware, software and other artifacts supporting the physical construction of a private or other cloud are out of scope for this SIN. Currently, an Ordering Activity can procure the hardware and software needed to build on premise cloud functionality, through combining different services on other IT Schedule 70 SINs (e.g. 132-51).

Sub-categories in scope for this SIN are the three NIST Service Models: Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS). Offerors may optionally select a single sub-category that best fits a proposed cloud service offering.

Only one sub-category may be selected per each proposed cloud service offering. Offerors may elect to submit multiple cloud service offerings, each with its own single sub-category.

The selection of one of three sub-categories does not prevent Offerors from competing for orders under the other two sub-categories. See service model guidance for advice on subcategory selection.

Sub-category selection within this SIN is optional for any individual cloud service offering,

and new cloud computing technologies that do not align with the aforementioned three subcategories may be included without a sub-category selection so long as they comply with the essential characteristics of cloud computing as outlined by NIST.

See Table 1 for a representation of the scope and sub-categories

Table 1	
SIN Description	Sub-Categories¹
Open to all deployment models (private, public, community or hybrid), vendors specify deployment models	Infrastructure as a Service (IaaS): Consumer provisions computing resources. Has control over OS, storage, platform, deployed applications and some limited infrastructure configuration, but does not manage the infrastructure.
Meets the National Institute for Standards and Technology (NIST) definition of Cloud Computing essential characteristics	Platform as a Service (PaaS): Consumer deploys applications onto cloud platform service using provider-supplied tools. Has control over deployed applications and some limited platform configuration but does not manage the platform or infrastructure.

Commercially available cloud computing services	Software as a Service (SaaS): Consumer uses provider's applications on cloud infrastructure. Does not manage/control platform or infrastructure. Limited application level configuration may be available.
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1 Offerors may optionally select the single sub-category that best fits each cloud service offering, per Service Model Guidance, or select no sub-category if the offering does not fit an existing NIST service model.

APPENDIX E

TERMS AND CONDITIONS APPLICABLE SIN OLM – Order-Level Materials (OLM)

1. Scope

SIN OLM – Order-Level Materials (OLM)

OLM OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level. Since OLMs are identified and acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs.

OLMs are procured under a special ordering procedure that simplifies the process for acquiring supplies and services necessary to support individual task or delivery orders placed against a Schedule contract or BPA. Using this new procedure, ancillary supplies and services not known at the time of the Schedule award may be included and priced at the order level.

OLM SIN-Level Requirements/Ordering Instructions:

OLMs are:

- Purchased under the authority of the FSS Program
- Unknown until an order is placed
- Defined and priced at the ordering activity level in accordance with GSAR clause 552.238-115 Special

Ordering Procedures for the Acquisition of Order-Level Materials. (Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs)

- Only authorized for use in direct support of another awarded SIN.
- Only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH)
- Contract Line Item Number (CLIN) Subject to a Not To Exceed (NTE) ceiling price

OLMs are not:

- "Open Market Items."

- Items awarded under ancillary supplies/services or other direct cost (ODC) SINs (these items are defined, priced, and awarded at the FSS contract level)

OLM Pricing:

- Prices for items provided under the Order-Level Materials SIN must be inclusive of the Industrial Funding Fee (IFF).
- The value of OLMs in a task or delivery order, or the cumulative value of OLMs in orders against a FSS BPA awarded under an FSS contract, cannot exceed 33.33%